



a Genesee & Wyoming Company

The St. Lawrence & Atlantic Railroad Co. describes itself as a well-oiled machine these days. Once a company burdened with time-intensive manual processes, the SLR has picked up quite a bit of steam in terms of productivity and efficiency.

With the help of RMI, the SLR is successfully crossing the US-Canada border daily with no fines and minimal difficulty, in part because of the user-friendly Automated Manifest System (AMS), which works well for both border and broker representatives.

Blocking tables, synonym files, and RWCs have made inbound trains, processing customs, billing, and moving cars to their proper destinations much more timely and less labor intensive. Additionally, the SLR's use of ShipperConnect and automatic reports to alert customers to inbound cars has removed the dreaded fax machine from daily duties. The number of routing errors due to data entry issues has dropped dramatically, and diversion charges and other penalties have all but disappeared. All of these innovations have resulted in a savings of nearly two and half man hours per day, and employees now have more time to focus on customer service.

At the most recent CN short line convention, St. Lawrence & Atlantic was named the number two reporting road....Watch out number one!